GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:339
ANSWERED ON:09.08.2016
Complaints on Helpline
Shrirang Shri Chandu Barne;Yadav Shri Dharmendra

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the complaints against e-commerce companies form a large part of the total complaints received on the consumer helpline and if so, the number and details of such complaints received on the helpline during the last three years;
(b) whether the Government has directed the e-commerce companies to put in place a robust grievance redressal mechanism and if so, the details thereof and the response of the companies thereto;
(c) whether the number of helplines for consumer redressal are proposed to be increased soon and if so, the details thereof, and if not, the reasons therefor;
(d) the steps taken/proposed to ease the process of registering complaints on National Consumer Helpline(s) as well as to improve the functioning and performance of the Helpline(s); and
(e) the steps being taken to put in place a mechanism to redress consumer grievances against e-commerce companies?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (e) : A Statement is laid on the Table of the House.

*****

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.*339 FOR 09.08.2016 REGARDING COMPLAINTS ON HELPLINE.

(a) : From April 2015 to March 2016, a total of 128790 complaints were received in the National Consumer helpline, out of which 23955 pertained to e-commerce sector. The trend in the last three years, as reflected in the table below indicates that proportion of the e-commerce sector complaints has gone up from 8.19 % in the financial year 2013-14 to 18.60 % in the financial year 2015-16.

Year	Total No. of Complaints	e-commerce complaints	% of e-commerce complaints
April 2013-March 2014	58,472	4792	8.19
May 2014-March 2015	92770	13812	14.88
April 2015-March 2016	128790	23955	18.60
Total	280032	42559	

(b) : On 12th July, 2016, a meeting was held by the Department of Consumer Affairs with around 130 companies including major e-commerce companies where the companies were impressed upon the need for early resolution of the consumer complaints and to partner with the National Consumer Helpline in resolution of complaints.
(c) & (d) : It has been decided to increase the number of desks at the National Consumer Helpline from 14 to 60. Further, it has also been decided to open six Zonal Helplines at Ahmedabad, Bengaluru, Guwahati, Jaipur, Kolkata and Patna.
A consumer can register a complaint in the National Consumer Helpline telephonically through the toll free number or through e-mail. To improve the functioning and performance of the National Consumer Helpline, new hardware and software have been provided.
(e) : National Consumer Helpline is one of the means to redress grievances of the consumers through advice, guidance and information. The three tier system of Consumer Disputes Redressal Commissions/Fora at District, State and National levels provide for a quasi-judicial system of resolving consumer disputes.
*****